

# **PUTNAM COUNTY | CLIENT EXPERIENCE | 2021**



As part of our annual evaluation and accountability process, UF/IFAS Extension regularly conducts a Client Experience Survey, allowing the people in each county we serve to judge our performance and give their opinions about the quality of the information they received, its usefulness to them, and the impact it's had on their lives.

#### OF PARTICIPANTS SURVEYED IN 2021...



**Benefited from** their UF/IFAS **Extension** experience



36% saved money or increased income



47% improved their health or wellbeing



developed skills as a leader or volunteer



24% conserved more water or energy



Are satisfied with our service



Had an opportunity to use information



Said it solved their problem or answered their question



Shared the information with someone else



Considered it accurate & up-to-date



Found it easy to understand



Said it was timely



90%

Found it relevant

#### ABOUT THE RESPONDENTS (n = 88)

## **Years Using Extension**



43% 1 year or less 16% 2-4 years 41% 5+ years

### Location



57% Urban

## **Age of Respondents**



17% Under 45 42% 45-64 28% 65-74

13% 75+



For more information about the UF/IFAS Extension Client Experience Survey, visit http://pdec.ifas.uf .edu/satisfaction.